

TELECOPY COVER SHEET

PAGE 1 OF 7

LAW OFFICES OF
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MAY 16 2005

Please deliver the telecopy transmitted herewith to:

Name: Examiner T. Chuong, Art Unit 21792

From: Mark D. Simpson, Reg. No. 32,942

Re: Application No. 09/592,387

S&L Docket Number: 23,899 USA

Confirmation to follow: Yes X No

A total of 7 pages, including this cover sheet, will be transmitted.

Name of Operator: Lynn White

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MESSAGE

OFFICIAL COMMUNICATION

RESPONSE TO FINAL OFFICE ACTION OF NOVEMBER 16, 2004

PATENT

Docket No. _____

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: Carl T. Anderson, Gregory F. Bush,

Michael Faoro, Susan E. Kahler, Alberta Lee,

Janet L. Leskovec, Susan E. Liles,

Lynn Percival and Keith A. Wells

APPLICATION NO.

09/592,387

Confirmation No. 5014

FILED:

June 12, 2000

Examiner: T. Chuong

CASE NO.

RSW920000026US1

Group Art Unit: 2179


TITLE:

USER ASSISTANCE SYSTEM

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Art Unit 2179 to (703) 872-9306 on May 16, 2005.

May 16, 2005
Date


MARK D. SIMPSON

MAIL STOP AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

TRANSMITTAL LETTER REGARDING PAYMENT OF FEES

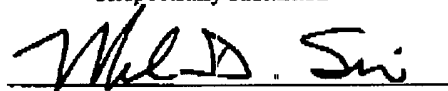
As set forth in the attached papers, payment of the required fees should be paid as follows:

The fee of \$500.00 for filing a Notice of Appeal should be charged to Deposit Account No. 09-0461;

The fee of \$570.00 for the extension of time fee should be charged to the credit card identified on the enclosed Credit Card Payment form.

Respectfully submitted

May 16, 2005
Date


Mark D. Simpson, Esquire
Registration No. 32,942

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